

PROVIDER BULLETIN



Week Nine – Thursday 30 April 2020

Dear Provider

Today's Bulletin contains some important information in respect of Covid-19 testing for staff and residents within Care Homes and Hospitals together with details of the Satellite Testing Centre in Keighley.

The Bradford Care Association (BCA) had a successful virtual meeting this week with further weekly meetings planned, please try to join these if you are able to. You do not need to be a member of the BCA to participate.

Some useful discounts have been announced by the Taxi firm Uber along with other staff support initiatives from several organisations in the district.

Don't forget, from next week all attachments linked to each Bulletin will be available in the new Provider Zone. To access previous Bulletins and attachments, please visit; <https://bradford.connecttosupport.org/provider-zone/>

It goes without saying; tonight we will all be showing our gratitude for you and your staff at 8pm 'Clap for Our Carers'.

The Commissioning Team

COVID-19 STAFF TESTING UPDATE

We are aware of the Government's announcement to make available Covid-19 testing for staff and residents within Care Homes and Hospitals regardless of whether they have any symptoms of the virus. We are currently seeking further guidance on this area via Public Health England and will update this guidance and notify you as soon as soon as possible. In the meantime if you have staff who are isolating due to themselves or a household member having symptoms in the last 1-4 days please continue to process these in line with the guidance issued.

If you would like to discuss the content of the guidance note or the process detailed within please contact Jacqui Buckley via email Jacqui.buckley@bradford.gov.uk

BRADFORD DISTRICT AND CRAVEN MARLEY SATELLITE COMMUNITY DRIVE-THROUGH SELF SWABBING CENTRE

Please find attached a refreshed (version 7) Standard Operating Procedure (SOP) for Marley Satellite Testing Centre at Keighley.

You can contact the Centre via email or call as detailed in the SOP, if you need further help or clarity.

VERIFICATION OF EXPECTED ADULT DEATH (VoEAD) PROGRAMME

The **Verification of Expected Adult Death (VoEAD) programme** has been commissioned by Health Education England (HEE) and is being delivered 'remotely' by St Gemma's Hospice to Registered Nurses in Care Homes based in Yorkshire and the Humber.

Full details of the programme and how the Competency Assessment is undertaken are attached, and this information should be read carefully and consideration given as to whether Verification of Expected Adult Death by Registered Nurses complies with the VoEAD policy in your local area, and also your Organisational policy.

The dates for the Zoom live discussion / Q & A sessions part of the programme are:

Wednesday 6th May 2020, 14.00-15.00
Thursday 7th May 2020, 14.00-15.00

Wednesday 13th May 2020, 14.00- 15.00
Thursday 14th May 2020, 14.00-15.00

N.B. The training video must be watched prior to joining one of the Zoom sessions (as per the above dates) – details of access to the training video are provided in the first attachment.

To book a place, please refer to first attachment (COVID 19 – VoEAD) for the booking link.

If Care Homes have any questions regarding this training, the email contacts at the Hospice are:

Head of Teaching and Learning: Trish Stockton, Email: trishs@st-gemma.co.uk
Lecturer in Palliative Care: Jane Chatterjee, Email: janec@st-gemma.co.uk

USEFUL INFORMATION

Please ensure that all documents used are aligned with your organisation and company policies and contractual obligations.

- **COVID-19: How to work safely in care homes**
 - The guidance for care homes has been updated. Please click on the link below to access the guidance.
 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/881329/COVID-19_How_to_work_safely_in_care_homes.pdf
 - This update strengthens the message about wearing PPE in communal areas not just when within 2 metres of the residents. The risk assessment flow chart has also been removed so that all care home staff should be using face masks at all times when they are in contact with residents. Gloves and aprons are also required when within 2 metres of the residents. Face masks can be used for a session before being changed.
 - Please read the new guidance in full.

- **Coronavirus (COVID-19): reuse of medicines in a care home or hospice**
 - Standard operating procedure on how to run a safe and effective medicines reuse scheme in a care home or hospice during the coronavirus outbreak. Please click on the link below to access.
 - https://www.gov.uk/government/publications/coronavirus-covid-19-reuse-of-medicines-in-a-care-home-or-hospice?utm_source=09d3c6e9-e7c7-4867-a197-d2a68e01f4be&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

- **External Suppliers List Personal Protective Equipment (PPE)**
 - Please see attached updated list of PPE suppliers. Four additional suppliers have been added.
 - The details provided for each organisation have been given to us by our local support providers, neighbouring Council's or procurement team. These suppliers are not part of the Council and therefore your organisation will need to undertake its own quality/price checks such as certification of products.

IMPORTANT MESSAGES

Message from BCA

We held the weekly **BCA Provider Zoom** meeting on Tuesday 28 April 2020 to provide you with further updates and allow providers to ask questions and raise any issues that they would like our support with. The minutes from this week's call are attached. Once again providers on the call agreed it would be beneficial to continue to schedule the weekly Zoom meetings to update providers and give them opportunity to ask questions/raise any issues.

The **BCA Zoom** meeting is **open to ALL** social care providers not just BCA members, we hope you are able to join us next week.

Providers can continue to email any concerns or issues you are experiencing so we can work through them with our system partners:

Louise@bradfordcareassociation.org

Keep up the amazing work you are all doing to support the people of Bradford.

BCA Board

Louise Bestwick is inviting you to a scheduled Zoom meeting.

BCA Provider Meeting

May 5, 2020 10:30 AM London

Join Zoom Meeting

<https://us02web.zoom.us/j/88931894515?pwd=UDVHMmtQVFU3Q3krVW9ZclUza3JPdz09>

Meeting ID: 889 3189 4515

Password: 021444

Zoom Dial in number (if you are using the zoom app on a smart phone or PC/laptop): **+44 (0) 20 3695 0088** you will then be directed to enter the meeting ID & password.

OTHER INITIATIVES

Below are a number of initiatives happening across the system to support people which can be helpful in supporting local carers services and carers during this time including:

- **COVID 19 BDCFT Psychological Support Helpline**
 - Open to any care homes served by BDCFT. Please print a copy of the attached poster offering you and your staff access to a free support helpline. This is a fantastic offer which we hope will be well promoted to your teams.
 - The helpline is available 8 am-6pm Monday to Friday. This is a confidential helpline supported by highly qualified and experienced psychological therapists in BDCFT. Staff can contact this number in confidence or email the helpline at any time. The helpline is set up to listen to staff experiences and support them to get connected to what they need. All callers remain anonymous and personal details will not be kept. Its offering Psychological First Aid and for callers who require additional support we are liaising with local counselling services.

- **Free online Resilience toolkit for NHS employees & Key Workers**
 - A resource you might find helpful during these challenging times – a free resilience toolkit from Beyond Coaching.

- To access, please click on this link: <https://beyond-coaching.co.uk/free-resilience-toolkit/>
- **Discount from Uber**
 - Uber is offering 25% discount on taxi journeys to workers in NHS and care home organisations.
 - For more details, use this link: <https://www.uber.com/en-GB/blog/uber-medics/>
- **Alzheimer's Society**
 - Please see the attached for more details.
 - The Alzheimer's Society website is also updated regularly and has lots of information and links on it for people (both carers and person living with a dementia) <https://www.alzheimers.org.uk/coronavirus>
- **Supporting older people and people living with dementia during self-isolation**
 - Please see the attached for more details.

FREQUENTLY ASKED QUESTIONS (FAQS)

Further Questions

Should you have any questions not answered, please email CommissioningInbox@bradford.gov.uk with the subject title 'COVID-19 FAQ'. These will then be shared with all providers through future weekly updates.

As you can appreciate the volume of enquiries to the Commissioning Inbox is significant therefore wherever possible we will be responding to questions that are asked frequently into these twice weekly bulletins rather than replying individually.

The Commissioning Inbox will now be monitored over the weekend and we will do our best to respond to any urgent emails.

UPDATE FROM BRADFORD COUNCIL

For more information on the Council's current position, please use this website: <https://www.bradford.gov.uk/health/health-advice-and-support/coronavirus-covid-19-advice/>

Bradford Council is teaming up with the NHS, Public Health England and the voluntary sector to find the best way to provide support to communities affected by Coronavirus. For more information, please use this website: <https://www.bradford.gov.uk/browse-all-news/press-releases/community-support/>

USEFUL LINKS

Please ensure any information you do consult is from a reliable sources, including the NHS, or the Public Health England.

- <https://www.cqc.org.uk/news/providers/coronavirus-covid-19-information>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.gov.uk/government/organisations/public-health-england>
- <https://www.gov.uk/government/organisations/department-of-health-and-social-care>
- <https://www.ukhca.co.uk/covid-19>

DEMONSTRATING GOOD PRACTICE/GOOD NEWS DURING COVID-19

We are aware of the good and dedicated work care staff have been doing around the district to make sure that residents and people in community are being given support during this period.

Bradford Council is looking to share that with the rest of the district and needs your help in showing the range of work being done, any positive stories or thanks from family/ community members you have received. We'd also like any photos of care workers, even if they aren't recent, who might need a big thank you publically for the work they have been doing.

If you can send me pictures, emails or further info to Thomas.atcheson@bradford.gov.uk, I will make sure they are published on the Council's social media accounts with any relevant anonymisation, credits or permissions that are needed.

Kind Regards,

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City of Bradford Metropolitan District Council

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